

STATE CONTROLLER'S OFFICE  
PERSONNEL/PAYROLL SERVICES DIVISION  
P. O. BOX 942850  
Sacramento, CA 94250-5878

DATE: February 2, 2006

PAYROLL LETTER 06-003

TO: All Agencies/Campuses in the Uniform State Payroll System

FROM: JOHN R. HARRIGAN, Chief  
Personnel/Payroll Services Division

RE: **2005 PERSONNEL/PAYROLL SERVICES DIVISION CUSTOMER SURVEY RESULTS**

The State Controller's Office, Personnel/Payroll Services Division has completed the 2005 Customer Satisfaction Survey and is pleased to share the results. The survey focused on how well the division is satisfying your personnel and payroll customer needs in specific areas of Program Performance, Communication, and Training.

The 2005 survey was sent to 169 Civil Service Managers/Transaction Supervisors and 24 California State University Payroll Managers. Over 73 percent of our customers returned a completed survey (141 surveys returned).

Overall, 96 percent of Civil Service departments and California State University campuses indicated that they were very satisfied or satisfied with the level of service we provide. However, we are committed to improving in all areas, especially in those areas where the ratings showed some dissatisfaction with the service levels being provided. During the upcoming months, we will continue to review and evaluate all 2005 survey ratings and the respective comments/suggestions to determine where additional improvements can be made.

We want to thank those who participated in the 2005 survey. The attached report provides the detailed results; including, some sample write-in comments/suggestions.

Should you have any questions regarding the survey results, please contact Don Ward at (916) 322-8805, or via email at [dward@sco.ca.gov](mailto:dward@sco.ca.gov).

JRH:DW

Attachment

**State Controller's Office  
Personnel/Payroll Services Division  
Customer Satisfaction Survey  
2005**

**Program Performance - Accuracy**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Personnel	42.31%	54.62%	3.08%	0.00%
Payroll Adjustments	36.84%	58.65%	4.51%	0.00%
Premium Pay	34.78%	61.74%	3.48%	0.00%
FMLA	27.88%	68.27%	3.85%	0.00%
AR	32.33%	61.65%	5.26%	0.75%
Direct Deposit	44.36%	51.88%	3.01%	0.75%
IDL	49.57%	49.57%	0.85%	0.00%
NDI/TD	45.60%	54.40%	0.00%	0.00%
Garnishments	43.08%	55.38%	1.54%	0.00%
Position Control	28.16%	64.08%	5.83%	1.94%
Benefit Deductions	25.60%	68.80%	4.80%	0.80%
<b>Total</b>	<b>37.32%</b>	<b>59.00%</b>	<b>3.29%</b>	<b>0.39%</b>

**Sampling of Program Performance/Accuracy Write-In Comments**

- We have been extremely pleased with the service provided by SCO, and in particular, the assistance offered continually by the support staff when inquiring about problems or complicated payroll issues.
- Rowena and Chris of SCO's direct deposit unit have been great. They provide excellent customer service. Please retain them in the unit if possible.
- On occasion there are errors in keying...like 2005 benefit rates for 2006 benefits or forgetting to key an FMLA continuation document. Overall the accuracy is good. I know that errors are made and that is just part of the human factor. With the amount of documents being keyed by SCO I think the accuracy is good.
- I can always count on the staff at the Payroll/Personnel unit. They are friendly, knowledgeable, and patient.
- In the last few months (Sept-Nov) there have been some problems with accuracy of IDL 674(d)s. There has been considerable improvement in the area of 607 processing since last year.
- When a 607 is returned because of a problem or when I call the position control unit with a problem, I would appreciate more detail in the explanation of how to correct the problem.

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Personnel/Payroll Services Division  
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2005**

**Program Performance - Timeliness**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Personnel	40.00%	56.92%	1.54%	1.54%
Payroll Adjustments	23.48%	67.42%	9.09%	0.00%
Premium Pay	22.94%	72.48%	4.59%	0.00%
FMLA	22.12%	75.96%	1.92%	0.00%
AR	26.72%	66.41%	4.58%	2.29%
Direct Deposit	42.75%	51.15%	6.11%	0.00%
IDL	38.26%	59.13%	2.61%	0.00%
NDI/TD	37.80%	59.84%	2.36%	0.00%
Garnishments	42.40%	54.40%	3.20%	0.00%
Position Control	21.78%	66.34%	10.89%	0.99%
Benefit Deductions	23.77%	72.13%	4.10%	0.00%
<b>Total</b>	<b>31.09%</b>	<b>63.83%</b>	<b>4.64%</b>	<b>0.44%</b>

**Sampling of Program Performance/Timeliness Write-In Comments**

- Emma in the Premium Pay Unit always processes all the documents sent over promptly. Rowena and Chris in the Direct Deposit Unit, Penny and Holly in the NDI Unit, and also the Garnishment Unit staff are all very helpful.
- We appreciate the fact that some of the contacts allow us to fax our documentation to expedite the processing of certain documents.
- For the payroll adjustments and premium pay, the turn around time could be a little faster.
- Thank you to Rowena, Chris, Penny and Holly.
- We feel that the turn around time has improved in the last year or so.
- Upcoming changes in issuing the agency collection sound very good.
- With the volume of transactions your office processes, it is amazing how timely documents are accurately completed. Thanks for the efficiency.
- 607's sometimes seem to take a long time to process. Also the PPM does not address a lot of questions when trying to process 607's.

**State Controller's Office  
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2005**

**Program Performance – On-Line Capabilities**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
PIP	65.91%	34.09%	0.00%	0.00%
Employment Hist Update	63.08%	36.15%	0.77%	0.00%
Employment Hist Inquiry	56.92%	41.54%	1.54%	0.00%
HIST	62.60%	36.64%	0.76%	0.00%
TAXI	60.47%	39.53%	0.00%	0.00%
<b>Total</b>	<b>61.80%</b>	<b>37.59%</b>	<b>0.61%</b>	<b>0.00%</b>

**Sampling of Program Performance/On-Line Capabilities Write-In Comments**

- The HIST and TAXI records are very helpful. The PPT and Employment History screens are a bit cumbersome to use with such old software. Hopefully, the new 21st Century Project will improve these areas.
- Decentralized has "speeded up" payment requests. A big plus!
- History Inquiry - After taking this class with SCO - WOW! I can understand the screens now...very clear!
- We would like to be able to view employment history for employees in other agencies to verify transfer eligibility when they apply for a position in our department, especially when other agencies do not return your calls when you are inquiring on transfer eligibility verification for their employee.
- The on-line decentralized capabilities have added more work to the transaction staff, but it has been worth every minute of extra work. Having the ability to request pay and have it pay so quickly has been great.
- Call me greedy, but I wish that we could see the last five years. I am very satisfied with what we have.
- I understand the system is very old and a bit antiquated when it comes to generating reports, but once the quirkiness of the system is figured out it is pretty easy to navigate. I really like being able to key my own documents. I like the computer generated audit error messages that come up when a PAR document is erroneously keyed. That is extremely valuable.
- Pay history - availability of 5 years would be great!

**State Controller's Office  
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**Communication – Direct Contact**

		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Civil Service	Program Expertise	34.23%	62.16%	3.60%	0.00%
	Timeliness	24.32%	55.86%	19.82%	0.00%
	Professionalism	36.94%	56.76%	5.41%	0.90%
CS Audits	Program Expertise	60.48%	37.90%	1.61%	0.00%
	Timeliness	57.26%	38.71%	3.23%	0.81%
	Professionalism	60.98%	38.21%	0.81%	0.00%
CSU	Program Expertise	75.00%	20.00%	5.00%	0.00%
	Timeliness	75.00%	20.00%	5.00%	0.00%
	Professionalism	80.00%	15.00%	5.00%	0.00%
Disability	Program Expertise	34.18%	63.29%	2.53%	0.00%
	Timeliness	32.05%	58.97%	8.97%	0.00%
	Professionalism	36.71%	59.49%	3.80%	0.00%
Deductions	Program Expertise	39.39%	55.30%	4.55%	0.76%
	Timeliness	27.27%	59.85%	12.12%	0.76%
	Professionalism	37.88%	59.09%	2.27%	0.76%
Garnishments	Program Expertise	51.94%	47.29%	0.78%	0.00%
	Timeliness	47.29%	48.84%	3.88%	0.00%
	Professionalism	51.56%	48.44%	0.00%	0.00%
Direct Deposit	Program Expertise	67.16%	32.09%	0.75%	0.00%
	Timeliness	58.96%	35.82%	5.22%	0.00%
	Professionalism	68.66%	30.60%	0.75%	0.00%
W-2	Program Expertise	39.52%	58.87%	1.61%	0.00%
	Timeliness	31.71%	65.85%	2.44%	0.00%
	Professionalism	42.28%	57.72%	0.00%	0.00%
<b>Total</b>		<b>48.78%</b>	<b>46.92%</b>	<b>4.13%</b>	<b>0.17%</b>

**State Controller's Office  
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**Sampling of Communication/Direct Contact Write-In Comments**

- We are a small office and I rely on these services. I could not do my job well if it were not for these specialized liaison services. Every time I'm in a situation that I need handled right away and I'm not familiar or I'm stuck, the liaisons professionally help me. Not every personnel situation is ever the same. I love them!
- The direct deposit unit provides the best customer service. They are always helpful and quick to assist with any problems.
- Leaving messages, then playing phone tag when you aren't at your desk when the call is returned can be frustrating.
- Very satisfied with the professionalism of payroll services liaison.
- Although we understand what a difficult job payroll and PAR liaisons have with the abundance of calls they receive, it is sometimes difficult to contact them when you have questions. Most of the time we must leave messages and wait for a returned phone call, which is usually by the next day.
- Although I do not like voice mail, I understand the need for it. All the above units have been returning calls to us within 24 hours with the answers. If liaison is not sure, they have made sure that a person that can answer the question is found. I really appreciate that extra step.
- Would like to see the deductions unit have a live person answering phone calls.

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**Communication – Methods**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Pam Manual	36.36%	51.24%	12.24%	0.00%
PPM	39.23%	48.46%	10.77%	1.54%
Payroll/Personnel Letters	37.40%	56.91%	4.88%	0.81%
CPOD	33.66%	60.40%	5.94%	0.00%
On Site Visits	23.81%	73.81%	2.38%	0.00%
PPRC Meetings	27.27%	72.73%	0.00%	0.00%
PPRC Notes	36.84%	62.28%	0.88%	0.00%
SCO Website	40.19%	57.94%	1.87%	0.00%
<b>Total</b>	<b>34.06%</b>	<b>61.79%</b>	<b>3.82%</b>	<b>0.34%</b>

**Sampling of Communication/Methods Write-In Comments**

- Use of the PPM is much better these days with access on line and all the latest updates.
- I am still trying to use the on-line PPM, I love not having to file revisions.
- It will be great if departments can get a new PAM manual. Current copies are well-worn. Regarding the PPM Manual on-line, can each section be somehow listed separately so it would not require downloading of the entire manual? Many times you know which section you would like but you have to download the whole manual.
- The PPM takes a long time to come up on the web. It needs to be faster, sometimes it will not come up at all.
- PPRC Notes are informative to read. Let's us know what issues are forthcoming.
- The Home page of the SCO website is not as user friendly as it was previously. Once you find your way to "State Employees" the site is good.
- I understand we need to advance but when the computers are down, we don't have any access to refer to manuals. Some staff don't have internet access which does make it harder for them to research.
- PAM is more complicated than it needs to be, should be clearer. The old PPM was better than the new one. And CPOD is not user friendly. We appreciate the PPRC notes. The notes have helped clear up problems we've run across.
- Would like to have access to all department employment history "view only". This would save enormous amounts of time regarding transfer eligibility, research, separated employees, etc.

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**Training - Benefits**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Fundamentals of Personnel	53.68%	45.26%	0.00%	1.05%
PAR	57.89%	38.95%	2.11%	1.05%
Employment History	52.63%	45.26%	1.05%	1.05%
Corrective Actions	56.25%	41.67%	1.04%	1.04%
Fundamentals of Payroll	55.32%	43.62%	0.00%	1.06%
Garnishment Documentation	54.64%	43.30%	1.03%	1.03%
PIP	56.84%	42.11%	0.00%	1.05%
NDI	53.54%	43.43%	2.02%	1.01%
Intro to Salary Determinations	60.00%	37.78%	1.11%	1.11%
Advanced Salary	54.95%	42.86%	1.10%	1.10%
WC	50.00%	48.81%	0.00%	1.19%
WC: The Beginning Steps	51.22%	47.56%	0.00%	1.22%
On-Site	45.65%	52.17%	0.00%	2.17%
<b>Total</b>	<b>54.05%</b>	<b>44.06%</b>	<b>0.73%</b>	<b>1.16%</b>

**Sampling of Training/Benefits Write-In Comments**

- We have been very happy with the training. We would really like to have more classes in Southern California. I can get more staff trained from our training budget.
- Not able to attend any of the training due to budgetary reasons.
- Always satisfied with the training. Hard time getting my people enrolled in the classes.
- Training not geared towards CSU except for PIP and Garnishments.
- We really have taken advantage of the training provided this year. Staff have been extremely pleased with the level of training provided and the trainers.
- The instructors are knowledgeable and well informed and we enjoy the classes. We wish they could be closer to our institution so we wouldn't have to travel.
- I would like to see some refresher courses in Payroll, PAR Documentation and Workers Compensation for staff who have been in transaction for 10 + years.



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**Training - Methods**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Course Content	45.79%	53.27%	0.00%	0.93%
Pre and Post Dates	37.14%	60.95%	0.95%	0.95%
Applying Information	43.52%	55.56%	0.00%	0.93%
Communication	47.66%	51.40%	0.00%	0.93%
Practical Exercises	43.52%	53.70%	1.85%	0.93%
Special Requests	42.86%	56.04%	0.00%	1.10%
<b>Total</b>	<b>43.42%</b>	<b>55.15%</b>	<b>0.47%</b>	<b>0.96%</b>

**Sampling of Training/Methods Write-In Comments**

- SCO training is still the best source of training and most comprehensive. Thank You!
- Scott Fong is great!
- Most training received doesn't include institutions that have 7K, therefore it limits our area when that is primarily what we deal with. Questions cannot be asked because SCO doesn't have the knowledge.
- I think the SCO staff (at least everyone I have worked with) have been top notch. You truly do a great job. The system is outdated, but all of you have made it work for us and I would like to take this opportunity to say THANK YOU very much.
- Training not provided to CSU.
- The trainers are awesome. They even return calls and help you later.
- Often times our agency does not do some of the things that we have learned in class until several months after learning how to process items, so it makes it a little hard to apply what has been taught in class without a brush up.
- Classroom instruction is good, however, because each agency is different, lots of wasted time. One department per class so it can be geared towards their own policies. Simulated training – could use a terminal to do hands on training/learning, not just on paper. Please offer training on military employees.

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**Training – Needs Assessment**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Enrollment	34.62%	56.73%	3.85%	4.81%
Timeliness	35.58%	58.65%	4.81%	0.96%
Vacancy	39.22%	55.88%	3.92%	0.98%
Professionalism	50.00%	50.00%	0.00%	0.00%
Overall Satisfaction	37.50%	55.77%	5.77%	0.96%
<b>Total</b>	<b>39.38%</b>	<b>55.41%</b>	<b>3.67%</b>	<b>1.54%</b>

**Sampling of Training/Needs Assessment Write-In Comments**

- Good process-the timing is often difficult, especially with new employees but the current process is working much better. Scott is very good at assisting with enrollment.
- The needs assessment allows for scheduling current employees that have never had a particular class. We have a large staff who need refresher classes, but the only way to schedule is through the vacancy listing. I am very happy with the staff, and instructors go out of their way to accommodate our special needs.
- It is very difficult to get into many essential classes due to availability. It is even more frustrating to find that the classes essential to the duties required as a specialist are filled with many returning enrollees. I would like to see new specialists given priority to such classes as Fundamentals of Payroll and Personnel.
- Training is always excellent, although more training classes are needed instead of having to wait months to get into the classes.
- It has been very difficult to get a Fundamentals of Personnel class, no matter when I turn in my requests we don't seem to get any slots in the class. On the vacancy notification I respond at 8:00 am exactly and usually still don't get the slot for the requested class.
- Due to current budget issues, it is difficult to obtain money for training needs.
- Some classes are frequently full so perhaps there is a need to add one or two of these classes. Schedule of class dates should not be around cut-off which is more critical than payday.

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**OVERALL**

<b>Area</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
<b>Program Performance</b>	Accuracy	37.32%	59.00%	3.29%	0.39%
	Timeliness	31.09%	63.83%	4.64%	0.44%
	On-Line Capabilities	61.80%	37.59%	0.61%	0.00%
<b>Total</b>		<b>43.40%</b>	<b>53.48%</b>	<b>2.85%</b>	<b>0.27%</b>
<b>Communication</b>	Direct Contact	48.78%	46.92%	4.13%	0.17%
	Methods	34.06%	61.79%	3.82%	0.34%
<b>Total</b>		<b>41.42%</b>	<b>54.36%</b>	<b>3.97%</b>	<b>0.25%</b>
<b>Training</b>	Benefits	54.05%	44.06%	0.73%	1.16%
	Methods	43.42%	55.15%	0.47%	0.96%
	Needs Assessment	39.38%	55.41%	3.67%	1.54%
<b>Total</b>		<b>45.62%</b>	<b>51.54%</b>	<b>1.62%</b>	<b>1.22%</b>
<b>Grand Total</b>		<b>43.74%</b>	<b>52.97%</b>	<b>2.67%</b>	<b>0.62%</b>

**Sampling of General Write-In Comments**

- As the only personnel staff for a small agency, I need to call SCO for assistance on various subjects, e.g., PAR, payroll, NDI, and Direct Deposit. I have been nothing but very satisfied with the SCO liaison staff. They have always been very professional, courteous, and timely. The SCO settlement staff have been very helpful with processing our difficult settlement agreements. I am most appreciative of SCO liaison staff's knowledge.
- I noticed that the different SCO units have been calling more before rejecting and returning a document that has been filled out incorrectly. THANK YOU. It is so much faster to get a call than fix a returned document. I know it creates extra work on your end (and probably a little frustrating) but it saves so much time. THANK YOU.
- Overall our relationship with SCO is excellent. However, we do have challenges related to adding new users. SCO really needs to look at the process and timeliness. It is difficult for departments to wait the extended periods it currently takes to get our users up and running with SCO access.

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- Overall departments do an excellent job because SCO employees are always available to assist us.
- SCO also is overworked and understaffed like all departments, but every department needs SCO and the information requested. It is hard when you really need an answer to something and you leave a message - you have to wait sometimes for hours to get a response. Other times the response is quick. Maybe you should have a call center - one that could answer basic questions and then refer to a specialist when that center cannot answer the questions. Most of the time the people are courteous and friendly. The staff works hard and tries to help - there just aren't enough of you to get all of our concerns handled. Thanks.
- Position Control: I understand that there are only two employees working the PC desk for the entire state. I know it is impossible for them to work all documents in a timely manner. Suggest that more employees are hired/redirected to Position Control. PC is extremely critical and when the SCO info is not current and accurate, especially at the end of the fiscal year, it causes excessive unnecessary workloads on both SCO staff and departmental staff doing schedule 8's, reconciling GC 12439 positions, etc.
- Overall, SCO services to our campus have been wonderful. State payroll processing is one-of-a-kind and very manual. Hopefully, the 21st Century Project will help automate some of the manual processes (i.e. retirement determinations, anniversary date determination, retroactivity issues, updating history automatically) instead of manually.